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Miami-Dade County, Florida

RFP-00226: Psychological Evaluation Testing

SCOPE OF SERVICES

1.0 Introduction/Background

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Police Department (MDPD), the Miami-Dade Department of Corrections and Rehabilitation (MDCR) and the Miami-Dade County Fire Rescue Department (MDFR), is soliciting proposals to obtain professional services from an experienced and qualified Proposer to conduct valid, reliable, and cross-cultural psychological testing for those applying for County employment in the following positions: police officers, correctional officers, police public service aides, police dispatchers, police complaint officers, firefighters, fire department helicopter chief pilots, fire department helicopter pilots, fire department helicopter co-pilots and fire rescue dispatcher. Services are to be provided at the selected Proposer's facility located in Miami-Dade County. The testing is required by the County as part of a comprehensive background investigation of applicants. The purpose of these services is to evaluate whether said applicants are acceptable candidates for public safety positions. Additionally, psychological testing may include fitness-for-duty evaluations for County personnel on an as needed basis.

Miami-Dade County is a vibrant, multicultural community of more than 2.5 million residents and hosts more than 12 million visitors each year. The County provides law enforcement and public safety services consistent with the needs of the community. Such services are directed toward creating and maintaining an environment that is safe, and as free of crime and disorder as legal, ethical and resource constraints permit. MDPD is charged with the task of promoting a safe, secure, crime free environment along with maintaining order and providing safe and expeditious flow of traffic. In order to accomplish this formidable task, it utilizes the services of approximately 2,900 sworn officers and 1,700 support personnel. MDFR is charged with the task of protecting people, property and the environment by providing responsive and humanitarian fire rescue services essential to public health, safety and well-being. MDFR is staffed by 2,429 employees; of whom almost 2,000 are uniformed firefighters. MDCR is charged with the task of serving the community by providing a safe, secure and humane detention of individuals in their custody while simultaneously preparing them for a successful return to the community. MDCR is comprised of five correctional facilities. These facilities hold on average 5,642 inmates, who are awaiting trial or are serving sentences of 364 days or less.

Assessing the psychological suitability of candidates for law enforcement positions is one of the essential functions in the hiring process as these employees must be able to tolerate the stresses of working in a fast-paced environment, follow rules, use resources responsibly, behave in a trustworthy manner, use good judgment, and refrain from off-duty behavior that would reflect poorly on the department. These evaluations provide assurance that candidates are free of job-relevant emotional and mental impairments, possess adequate stress resilience and emotional stability, and are able to meet the behavioral, social, and cognitive demands of public safety. The selected Proposer will analyze the data, conduct the clinical interview and present a recommendation to the appropriate hiring body that will identify: 1)Positive psychological characteristics associated with successful job performance, 2)traits that may interfere with effective job performance, 3)emotionally unsuitable candidates, 4)Potential for violence, suicide, aggression and substance abuse, 5)personality problems and emotional disorders, 6)stress management characteristics, etc. which helps in the determination of whether or not a candidate is mentally, emotionally and mature enough to work in the law enforcement public safety field.

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The table below provides the estimated number of candidates for evaluation based on applicant position. The estimated numbers are based on the prior year history and anticipated future needs and are provided for evaluation purposes only.

Estimated # of candidates to be evaluated

<u>POLICE DEPT.</u>	
Position Title (Phase 1 & 2)	Estimated No. of Candidates Per Year
Police Officer	500
Police Public Service Aide	100
Police Dispatcher	75
Police Complaint Officer	75
<u>FIRE DEPT</u>	
Position Title (Phase 1 & 2)	Estimated No. of Candidates Per Year
Firefighter	350
Fire Dept. Helicopter Chief Pilot	2
Fire Dept. Helicopter Pilot	2
Fire Dept. Helicopter Co-Pilot	2
Fire Rescue Dispatcher	40
<u>CORRECTIONS DEPT</u>	
Position Title	Estimated No. of Candidates Per Year
Correctional Officer (Phase 1)	1500
Correctional Officer (Phase 2)	300
<u>FITNESS FOR DUTY</u>	
Position Title	Estimated No. of Candidates Per Year
Police Officer, Correctional Officer, Police Public Services Aides, Police Dispatcher, and Police Compliant Officer, Firefighter, Fire Dept. Helicopter Chief Pilot, Fire Dept. Helicopter Pilot, Fire Dept. Helicopter Co-Pilot, Fire Rescue Dispatcher or any civilian employee of Miami-Dade County	20

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1.1 Minimum Qualification

1. The selected Proposer's evaluation staff must be licensed with the Florida Board of Psychology.
2. The selected Proposer's evaluation staff shall possess a doctoral-level degree in Psychology, for conducting the interview, performing the evaluation, and interpreting test data.

1.2 Testing and Evaluation

The selected Proposer shall conduct County requested pre-employment psychological evaluations or fitness-for-duty evaluation that include a series of standardized tests as outlined below. Such evaluations shall be followed by a **minimum** 30 minute comprehensive clinical interview with the applicant after each Phase, in order to confirm or rule out the psychological characteristics identified during testing.

The pre-employment psychological evaluation test is comprised of two phases. Phase 1 is the personality suitability evaluation, and Phase 2 is the emotional stability evaluation. For MDPD Phase 1 and Phase 2 will be conducted at the same time as a pre-employment evaluation. For MDCR and MDFR, Phase 1 will be conducted as a pre-employment evaluation and Phase 2 as a post – employment evaluation.

Any testing administered must be objective, job related, non-discriminatory, and validated for use with public safety candidates.

- **Pre-Employment Testing for Police Officer, Correctional Officer, Firefighter, Fire Department Helicopter Chief Pilot, Fire Department Helicopter Pilot, and Fire Department Co-Pilot selection**

Phase 1: Administration and interpretation of one or more tests which identify and assess personality suitability characteristics to include but not limited to: maturity, responsibility, socialization adequacy, flexibility, general academic potential, interpersonal conflict measures (assertiveness, moodiness, social alienation, family discord), social ability, initiative/goal orientation, strong racial or ethnic prejudice, job performance predictions of absence, lateness, and disciplinary actions.

Phase 2: Administration and interpretation of one or more tests which identify and assess emotional suitability characteristics to include but not limited to: psychosis, character disorders (especially anti-social personality disorders), significant neurotic symptomatology (phobic personality, undue suspiciousness), mood disorders (anxiety, depression), poor impulse control (anger/hostility patterns), need for high levels of excitement, tendency to be very passive or aggressive in the face of conflict, strong racial or ethnic prejudice, poor self-concept, job performance predictions of absence, lateness, and disciplinary, substance abuse tendencies.

- **Pre-Employment Testing for Public Service Aides**

Phase 1: Administration and interpretation of one or more tests which identify and assess the following personality suitability characteristics to include but not limited to: academic potential,

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positive adjustment, maturity, responsibility, socialization adequacy, flexibility, compliance to rules and regulations, interpersonal conflict measures (assertiveness, moodiness, social alienation, family discord), social ability, initiative/goal orientation.

Phase 2: Administration and interpretation of one or more tests which identify and assess emotional suitability characteristics to include but not limited to: psychosis, character disorders (especially anti-social personality disorders), significant neurotic symptomatology (phobic personality, undue suspiciousness), mood disorders (anxiety, depression), poor impulse control (anger/hostility patterns), , need for high levels of excitement, tendency to be very passive or aggressive in the face of conflict, strong racial or ethnic prejudice, poor self-concept.

- **Pre-Employment Testing for Police Dispatcher, Police Complaint Officers and Fire Rescue Dispatchers**

Phase 1: Administration and interpretation of one or more tests which identify and assess personality suitability characteristics to include but not limited to: academic potential, positive adjustment, maturity, responsibility, socialization adequacy, flexibility, compliance to rules and regulations, interpersonal conflict measures (assertiveness, moodiness, social alienation, family discord), social ability, initiative/goal orientation.

Phase 2: Administration and interpretation of one or more tests which identify and assess emotional suitability characteristics to include but not limited to: psychosis, character disorders (especially anti-social personality disorders), significant neurotic symptomatology (phobic personality, undue suspiciousness), mood disorders (anxiety, depression), poor impulse control (anger/hostility patterns), need for high levels of excitement, tendency to be very passive or aggressive in the face of conflict, strong racial or ethnic prejudice , poor self-concept.

- **Fitness for Duty Evaluation for All Positions**

The selected Proposer shall provide fitness for duty evaluations at the request of the County. The selected Proposer shall be responsible for applying the evaluation tools necessary to administer and interpret additional psychological testing to assess the fitness of the employees to return to work for Sworn Police Officers, Correctional Officers, Firefighters, Fire Department Helicopter Chief Pilot, Fire Department Helicopter Pilot, and Fire Department Co-Pilot, Police Public Service Aides, Police Dispatchers, Fire Rescue Dispatchers and Police Complaint Officers that have been mandated for a Fitness-For-Duty evaluation or any civilian County employee to include but not limited to MDPD, MDCR and MDCR. The selected Proposer shall make appropriate referrals to both the Candidate and the authorized County staff for medical, psychiatric evaluation when medical, psychiatric or medication concerns may impact fitness for duty.

1.3 Proposer Requirements and Services

- A. The selected Proposer must have significant experience and must be regularly and continuously engaged in providing pre-employment psychological screening in law enforcement, first respondent and dispatchers.

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- B. The selected Proposer must follow all guidelines and comply with any current International Association of Chiefs of Police (IACP) standards for both the written test and the interview (reference Attachment A Pre-Employment Psychological Evaluation Guidelines)..
- C. The selected Proposer shall conduct the pre-employment psychological evaluation service and fitness –for-duty evaluations and ensure provisions are established for the security and confidentiality of all testing materials, psychological results reports, statistical and any other raw data in accordance with the Americans with Disabilities Act (ADA), the Health Portability and Accountability Act (HIPPA) and any federal or state laws applicable in the selected Proposer's jurisdiction.
- D. The selected Proposer will use those written tests that are appropriate evaluations on the occupational exposure of the job classification for public safety.
- E. The selected Proposer shall only test those applicants who are referred to them exclusively by authorized County staff.
- F. The selected Proposer shall provide the County with a complete glossary of all scales, and terms relevant to the screening process and evaluation report.
- G. The selected Proposer shall provide documentation, as a result of research and investigation to assure that all tests and procedures used in the screening process are valid, reliable and cross cultural to future job performance for the job classifications for which applicants are evaluated.
- H. The selected Proposer shall provide evaluations, test booklets, answer sheets, examiner instructions, taped and written instructions, case notes and other materials at the request of authorized County Staff.
- I. The selected Proposer shall re-test and re-evaluate applicants as requested by the County.
- J. The selected Proposer shall appear and testify in a court of law and at administrative hearings regarding work performed herein. This requirement shall survive the termination or expiration of the subsequent agreement.
- K. The selected Proposer evaluation staff shall, at the request of the County; a) be available for telephone consultation and occasional meetings to discuss and clarify evaluation results, and b) participate in quarterly meetings (or as required) with the County to review specific test results or developments and milestone events in the psychological testing services program.
- L. The selected Proposer shall have access to sufficient computers and ancillary equipment necessary, to score test results, develop performance profiles, prepare various statistical and summary reports, and store all test and evaluation data.

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- M. The selected Proposer shall conduct a feedback session with applicants to discuss the results of the evaluation, at the request of the County

1.4 Reporting

The selected Proposer shall submit any and all reports as specified below, or to be specified in writing by the County's staff assigned to this project at a later date. These reports will include, but are not limited to the following:

A. Test Results and Clinical Interview Result

1. Provide the County with an electronic written evaluation report to be delivered within 48 hours via electronic mail from the date of testing. The reports shall include (1) a standardized rating scale indicating a specific rating regarding the applicant / employee based on the essential functions for the sworn or non-sworn position, (2) an evaluation of the employees' suitability for the position upon analysis of all psychological materials to include test data and interview results, (3) a recommendation based on the analysis, along with a justification and any reservations that the psychologist might have regarding the validity or reliability of the results.
2. The selected Proposer shall maintain all psychological test files electronically in a secure manner in accordance with the Americans with Disabilities Act (ADA), the Health Portability and Accountability Act (HIPPA) and any federal or state laws applicable in the selected Proposer's jurisdiction for the life of the contract at no additional cost to the County. Upon termination or expiration of the resultant contract, the selected Proposer will forward all psychological evaluation test files to the County at no additional charge of the County.
3. The selected Proposer shall deliver expedited tests and clinical interview results via electronic mail or by courier service as requested by the County, but in no case shall they be delivered later than 10.00a.m. on the first business day following the day on which the expedited request was made.
4. In the event that the selected Proposer experiences computer failure and is unable to electronically submit reports, the selected Proposer shall provide courier services, during normal working hours, for delivery of reports to the offices of MDPD, MDCR, MDFR and any other County Office as specified at the time. Courier services shall not be billed to the County.

NOTE: The selected Proposer shall comply with the Americans with Disabilities Act (ADA), the Health Portability and Accountability Act (HIPPA) and any federal or state laws applicable in the selected Proposer's jurisdiction when providing reports.

B. Statistical Reports

The selected Proposer shall provide semi-annual and annual statistical reports at the request of the County. Reports shall be in the format, and shall contain the data fields, requested by the County. Reports shall include but not be limited to: a) the number of applicants tested; b) the number of applicants tested by race, ethnicity, and gender; c) the number of applicants in each rating category, by race, ethnicity, and gender; d) the number of applicants in each rating category, by race, ethnicity, and gender, for a specific timeframe, etc.

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1.5 Location Hours of Service and Availability

A. Location

The selected Proposer shall have an office or a facility located in Miami-Dade County for applicant testing and evaluation. The office or facility must be of sufficient size and accommodation to process approximately 30 to 50 applicants per week; however the number of applicants may fluctuate, depending on the County's need. In the event that a high volume of applicants are being simultaneously processed for pre-employment by MDPD, MDCR, MDFR and any other County department to meet academy deadlines or hiring mandates, the selected Proposer shall have the ability to accommodate the request to test additional applicants with a minimum of 72 hours ' notice.

B. Hours of Service and Availability

The selected Proposer shall perform testing and evaluation services from 8 a.m. to 5p.m., Monday through Friday, and depending on the volume of the applicants that the County needs to have processed the selected Proposer shall have the ability to perform testing on Saturdays and County Observed Holidays.

The selected Proposer shall also be available for telephone consultations to address administrative issues as requested by the County.

C. Applicant Referrals

Applicants or employees must be referred for Phase 1 and Phase 2 evaluations, and any follow up appointments by the authorized County staff. The selected Proposer will work with the County on an as needed to schedule applicants or employees for the psychological testing.

D. Scheduling Applicants

The selected Proposer shall have the ability to schedule applicants or employees for pre-employment testing or fitness-for-duty utilizing an electronic online scheduler that is accessible on a 24 hour basis. The selected Proposer may issue specific username and passwords to all authorized users. In the event the online scheduler is temporarily inoperable, the County shall provide the names of the applicants via electronic mail, telephone, or facsimile.